



## PANCRETA BANK

### PRE-CONTRACTUAL DISCLOSURE

#### TIME DEPOSIT: "TIME DEPOSIT"

**Product description:** Time deposit in Euro with a maturity of 1, 2, 3, 6, 12, 15, 18 or 24 months, with principal and interest payments on maturity. The Time Deposit offers a guaranteed return and a possibility to negotiate the interest rate depending on the amount and maturity period of the deposit. The interest rate is fixed throughout the term of the deposit.

**Time Deposit Account:** Account held by the customer with the Bank, on which the operation of the Time Deposit is based.

**Service Account:** A first-demand account held in the form of a Savings, Current or Sight Account, which serves the Time Deposit Account at inception, maturity, renewal and premature full or partial repayment, for the purpose of yielding interest and principal. The Service Account has essentially the same beneficiaries as the Time Deposit Account.

#### A. Time Deposit - Basic Features:

- ❖ Beneficiaries: Natural and Legal persons
- ❖ Currency: Euro
- ❖ Minimum initial deposit amount: €5,000
- ❖ Available through Branches
- ❖ Interest rate: The interest rate is negotiable and varies depending on the amount and the maturity term of the deposit. Customers may at any time obtain information on effective Time Deposit interest rates from our Branch staff
- ❖ Interest calculation time basis: Actual Days/365-day year ratio. The numerator represents the number of actual days elapsed and the denominator a 365-day year
- ❖ Interest accrual period: From the inception date until the day preceding maturity
- ❖ Payment of principal and interest: On maturity, by crediting the relevant amount to the Service Account linked to the Time Deposit Account
- ❖ If the anniversary of the interest or principal payment is a Saturday, Sunday or other public holiday, the interest accrual period will be extended until the next business day
- ❖ Tax on interest: The amount of interest is subject to a tax deduction in favour of the State, in accordance with the applicable tax legislation. The interest tax rate is currently 15%

#### B. Time Deposit Options:

- ❖ A time deposit account may be opened by multiple beneficiaries (Natural Persons) in accordance with the provisions of Law 5638/1932 "Deposits in Joint Account". If any of the joint beneficiaries dies, the deposit is automatically transferred to the surviving joint beneficiaries, down to the last.



- ❖ Beneficiary can withdraw the deposit in whole or in part, subject to approval by the Bank. Amounts withdrawn prematurely are subject to penalty interest for the period remaining until the agreed maturity date, at the rate applied by the Bank in these situations

### **C. Management of Complaints/ Requests:**

For any requests or complaints regarding the Bank's services and products, you may:

- Contact any of our branches, by letter or by completing a standard complaint form
- Address our customer complaints division, by sending an email to [complaints@pancretabank.gr](mailto:complaints@pancretabank.gr) or by letter to the following address: Pancreta Bank S.A., Complaints Management Division: Ikarou & Mafsolou Ave, GR - 71 601, Heraklion, Crete
- Contact our Customer Support Centre, by calling +30 2810 338787, Monday to Friday 08:00 - 15:00 (calls recorded)
- Fill out an electronic Complaint Form, available on our website ([www.pancretabank.gr](http://www.pancretabank.gr))

We will contact you as soon as we receive your complaint, in order to:

- Confirm receipt of your complaint
- Inform you that we will respond in writing within the statutory deadline (within 45 days from the date the complaint or report was filed). If we are unable to respond within 45 days, we will inform you of the causes of the delay and of the time period within which we expect to complete the investigation of the complaint

### **D. Alternative consumer disputes resolution:**

Moreover, there are special out-of-court dispute resolution procedures in place, which you may access by contacting the Competent Authorities and alternative dispute resolution bodies to file complaints or reports:

- The Hellenic Consumer's Ombudsman 144, Alexandras Ave, GR- 11471, Athens, tel. 2106460862, email: [grammateia@synigoroskatanaloti.gr](mailto:grammateia@synigoroskatanaloti.gr), website: <http://www.synigoroskatanaloti.gr>
- The Hellenic Financial Ombudsman, 1, Massalias Str., GR - 10680, Athens, tel. 210 3376700, e-mail: [info@hobis.gr](mailto:info@hobis.gr), website: [www.hobis.gr](http://www.hobis.gr)
- The Amicable Resolution Committees provided for in Article 11 of Law 2251/1994, as in force from time to time
- The General Secretariat for Trade and Consumer Protection, Ministry of Development and Investments (Kaniggos Sq., GR - 10181, Athens), whose services are also available at <https://kataggelies.mindev.gov.gr/>